

## SECTION 1 - ADMINISTRATIVE PROCESSING

### C1. GENERAL

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## SECTION 1 - ADMINISTRATIVE PROCESSING

### C1. GENERAL

#### C1.1. This is a searchable publication.

**NOTE:** How To Notify The Disposition Services Director About Urgent Incidents.  
<<https://www.dispositionservices.dla.mil/gov/publications/suppdocs/urgentincidents.pdf>>

The memorandum describes examples of urgent incidents that may occur and how to notify the Disposition Services Director.

**NOTE:** The first 3 functions will not be available until the document is converted to a PDF format.

##### C1.1.1. Search Icon.

C1.1.1.1. To locate a specific word/subject in this “.pdf” Adobe publication, use the “*Search*” icon. Type the word or phrase and click on *Search*. All items in the search criteria will appear. Select from the listed items, which will take the reader to the page in which the search is found.

##### C1.1.2. Destination.

C1.1.2.1. Click on bordered words or phrases to go to another destination. Click on that phrase to return to the original text.

##### C1.1.3. Bookmarks.

C1.1.3.1. Use Bookmark section to the left of the text to move to another topic within a section.

##### C1.1.4. Web Links.

C1.1.4.1. Links outside the Disposition Services internet and intranet sites will be kept to a minimum, as Disposition Services has no control of these „urls.” Rather, information on how to locate the link will be the preferred method of inclusion.

C1.1.4.2. Links to files and documents on the Disposition Services Intranet are prohibited by DLA. Unauthorized viewers/browsers will receive an error message when attempting to follow these links. Content providers have been informed to rewrite their content and include it within this publication or move the files to locations on the Disposition Services Internet site.

C1.1.4.3. All plain language links are being converted to HTML format thereby ensuring they are recognized by the Adobe software as clickable links.

## C1.2. Calendar Days.

All References To Days Are To Calendar Days Unless Otherwise Specified.

## C1.3. Central/Satellite.

**NOTE:** If a process affects both a Central/Satellite DRMO, it will be referred to in the instruction as "DRMO". If a process is performed only by the Central DRMO, it will be referred to as "DRMO Central" or "the Central DRMO". Also if a process is performed only at the satellite, it will be referred to as "DRMO Satellite" or "Satellite DRMO". OCONUS DRMOs should refer to themselves as "DRMO" or "Central DRMO." Receipt in-place Locations (RIPLs) will be referred to as satellites when the term "satellite" is used. Unless otherwise specified, the use of DRMO will be understood to encompass all terms above.

## C1.4. Deleted. Jan 2012

## C1.5. Contingency Planning and Operations.

**NOTE:** DISPOSITION SERVICES-J9 coordinates with HQ DLA to provide planning services, planning oversight, plans execution, and oversight services to ensure effective and efficient disposal support for Contingencies and Exercises of the Combatant Commander; develops the Emergency Essential position program per DODD 1404.10; DLAD 3020.6; provides the implementation policy of worldwide EE positions; and, provides the administrative support for the Disposal Remediation Team (DRT). DISPOSITION SERVICES -O obtains, reviews and updates disposal support in the Operating Plans of the Combatant Commands, DLA Support Plans and specific Exercise plans. Disposition Services-O identifies a number of positions worldwide to support deployments with qualified Emergency Essential persons. Disposition Services-O will maximize the involvement of DRTs and Active Duty personnel to ensure their readiness and qualifications to meet our disposal support role.

## C1.6. Changes to and Conflicts to this publication.

**NOTE:** Where conflicts within these procedures or higher publications exist, the guidance in DOD/DLA directives apply. Please notify Disposition Services-J321 with changes/conflicts to this publication via [4160publications@dla.mil](mailto:4160publications@dla.mil).

## C1.7. Publication References.

C1.7.1. Not all referenced publications are listed in this paragraph.

C1.7.1.1. Publication references not listed in this paragraph are contained in specific areas of this publication.

C1.7.1.2. DOD/DLA/Disposition Services publications are accessible through World Wide Web (WWW). Disposition Services sites must maintain hardcopy publications only if required by local authority or Host Country or when a pub is not accessible on the World Wide Web. The Disposition Services publications website is at <http://www.drms.dla.mil/publications/index.html>. This website contains links to the DLA website (DLAPS) and the DOD website, Washington Headquarters Service (WHS) website.

C1.7.2. Federal Regulations.

C1.7.2.1. 29 CFR 1910, OSHA General Industry Standards.

C1.7.2.2. 41 CFR, Part 101-1.102 Federal Property Management Regulation.

C1.7.2.3. 40 CFR - recommend DRMOs keep hard copies of 40 CFR Parts 260-299.

C1.7.2.4. 49 CFR - recommend DRMOs keep hard copies of 49 CFR Parts 100-185.

C1.7.3. DOD Publications.

C1.7.3.1. DOD I 4000.19, Interservice and Intragovernmental Support, 9 Aug 95.

C1.7.3.2. DOD 4000.25, Defense Logistics Management Series (includes MILSTRIP, MILSTRAP, DODAAD, etc..

C1.7.3.2.1. DOD 4000.25-1-M, Military Standard Requisitioning and Issue Procedures, November 2000.

C1.7.3.2.2. DOD 4000.25-2-M, Military Standard Transaction Reporting and Accounting Procedures (MILSTRAP), September 01.

C1.7.3.2.3. DOD 4000.25-6-M, Department of Defense Activity Address Directory, Parts I - III, various dates.

C1.7.3.3. DOD 4100.39-M, Federal Logistics Information System (FLIS) Procedures Manuals, various dates.

C1.7.3.4. DODD 4140.1, Materiel Management Policy, 8 Dec 95.

C1.7.3.5. DOD 4140.1-R, DOD Supply Chain Materiel Management Regulation, May 03.

C1.7.3.6. DOD 4140.27-M, Shelf Life Item Management Manual, 24 Jul 01.

C1.7.3.7. DOD 4160.21-H, Defense Scrap Yard Handbook, 12 Dec 86.

C1.7.3.8. DOD 4160.21-M, Defense Materiel Disposition Manual, August 97.

C1.7.3.9. DOD 4160.28-M, Defense Demilitarization Manual, April 11.

C1.7.3.10. DOD 4525.8-M, Official Mail Manual, December 01.

C1.7.3.11. DODI 4715.4, Pollution Prevention, 6 Jul 98.

C1.7.3.12. DODD 4715.1, Environmental Security, 24 Feb 86.

C1.7.3.13. DODI 4715.6, Environmental Compliance, 24 Apr 96.

C1.7.3.14. DOD 6050.5-L, Hazardous Material Information Resource System (HMIRS), April 2002.

C1.7.3.15. DOD 6050.5-H, Hazardous Chemical Warning Labeling System, 11 Dec 89.

C1.7.3.16. DODI 6050.5, DOD Hazard Communication Program, 6 May 96.

C1.7.3.17. DOD 5100.76-M, Physical Security of Sensitive Conventional Arms, Ammunition, and Explosives, August 2000.

C1.7.3.18. DOD 5200.1-R, Information Security Program, January 1997.

C1.7.3.19. DOD D 5200.8, Security of DOD Installations and Resources, April 25, 1991.

C1.7.3.20. DOD 5200.8-R, Physical Security Program, May 1991.

C1.7.3.21. DOD 5500.7-R, DOD Joint Ethics Regulation, 06 Aug 98.

C1.7.3.22. DOD 7000.14-R, Financial Management Regulation, Volume 11a, November 2002.

**C1.7.3.23. Unified Facilities Criteria (UFC) 4-010-01. (Edited Oct 2012)**

**C1.7.3.24. DTR 4500.9-R Defense Transportation Regulation Part II Cargo Movement (Edited Oct 2012)**

#### C1.7.4. Managing FEPP.

C1.7.4.1. The Basel Convention on the Control of Transboundary Movements of Hazardous Wastes and Their Disposal.

C1.7.4.2. UN Recommendations on the Transport of Dangerous Goods (also known as the UN Orange Book).

C1.7.4.3. European Agreement Concerning the International Carriage of Dangerous



Goods by Road (ADR).

C1.7.4.4. International Maritime Dangerous Goods (IMDG Code).

C1.7.4.5. International Air Transport Association (IATA) Regulations for Dangerous Goods.

C1.7.4.6. Status of Forces Agreements (SOFAs) and other applicable international standards.

C1.7.4.7. DOD Environmental Executive Agent Final Governing Standards (FGS) for respective host nation.

C1.7.4.8. DOD 4715.5-G, Overseas Environmental Baseline Guidance Document (OEBGD), March 2000.

C1.7.4.9. DODI 4715.5, Management of Environmental Compliance at Overseas Installations, 22 Apr 96.

C1.7.4.10. DODD 6050.16, DOD Policy for Establishing and Implementing Environmental Standards at Overseas Installations, 20 Sep 91.

C1.7.5. DLA Publications.

C1.7.5.1. *DLAD 5025.30, DLA One Book* - DLA One Book  
<<https://today.dla.mil/onebook/>>.

C1.7.5.1.1. Support Equipment Acquisition Process (supersedes DLAD 4500.36, Management, Acquisition and Use of DLA Operating Equipment).

C1.7.5.1.2. DLA Records Schedule can be found at:  
<https://www.drms.dla.mil/drms/intranet/receiving/documents/dla%20records%20schedule%20Apr%202006.pdf> Supersedes DLAI 5015.1, Files Maintenance and Disposition.

C1.7.5.1.3. Forms Management (supersedes DLAI 5330.1, Forms Management).

C1.7.5.1.4. Environmental Quality Reporting & Environmental Compliance (supersedes DLAM 6050.1, DLA Environmental Protection Manual).

**NOTE:** As Processes are finalized and incorporated into the DLAD 5025.30, the DLA publications cited below will be cancelled.

C1.7.5.2. DLAD 4105.3, DLA Government-wide Commercial Purchase Card Program, 16 Jun 99.

C1.7.5.3. DLAI 4140.55, Reporting Supply Discrepancies, 6 Aug 01.

C1.7.5.4. DLAI 4145.8, Material Management for Radioactive Items in the DOD, 15 Feb 00.

C1.7.5.5. DLAD 4145.41, Packaging of Hazardous Material, 14 Jan 00.

C1.7.5.6. DLAI 4145.11, Storage and Handling of Hazardous Material, 13 Jan 99.

C1.7.5.7. DLAR 4145.25, Storage and Handling of Liquefied and Gaseous Compressed Gases and Their Full and Empty Cylinders, 16 Jun 00.

C1.7.5.8. DLAR 4155.31, DLA Participation in the Government-Industry Data Exchange Program, 5 Aug 86.

C1.7.5.9. DLAD 4160.9, DLA Retail Supply and Property Accountability, 13 Aug 96.

C1.7.5.10. DLAR 5325.1, Official Mail, 18 Aug 83.

C1.7.5.11. DLAM 5335.1, Base Supply Procedures for Non-Boss Activities, 20 Apr 98.

C1.7.5.12. DLA Physical Security Guidebook,  
<<https://www.drms.dla.mil/drms/intranet/suppservices/DLAPhysicalSecurityGuidebook.pdf>>, Undated.

C1.7.5.13. DLAR 7500.1, Accountability and Responsibility for Government Property in the Possession of the Defense Logistics Agency, 26 Aug 93.

C1.7.5.14. DLAR 7510.3, Control of Small Arms by Serial Number, 8 Apr 88.

#### C1.7.6. DRMS Publications

**C1.7.6.1.** Disposition Services 3020.01, Situation Reporting, **4 Aug 09, & Ch-1; 22 Feb 10**

**C1.7.6.2.** DRMS-I 4105.3, **Cancelled October 2003**

**C1.7.6.3.** DRMS-I 4155.01, Compliance Assistance Programs, **6 Jan 10**

**C1.7.6.4.** DRMS-D 5000.6, Compliance with Environmental Laws and Regulations, 2 Nov 00. **Cancelled by Cancellation Notice 16 Nov 2007**

**C1.7.6.5.** DRMS-I 6000.1, Hazardous Waste Operations and Instructions for the Third Party Site Program, 16 Oct 96. **Cancelled by Cancellation Notice 3 Jan 2005.**

**C1.7.6.6.** DLIS-I 7600.1, Support of External Inspections/Audits Within Disposition Services, **20 Jun 08**

C1.7.7. Additional references for DRMOs handling Hazardous Property.

C1.7.7.1. Copy of Disposition Services RCRA permit application or overseas equivalent.

C1.7.7.2. DRMO Hazard Communication Standard Plan.

C1.7.7.3. At least two hard copy environmental/safety references.

C1.7.7.4. NFPA Fire Protection Guide on Hazardous Materials.

C1.7.7.5. Chemical Dictionary.

C1.7.7.6. NIOSH/OSHA Pocket Guide to Chemical Hazards.

C1.7.7.7. DOT Chemical Hazard Response Information System (CHRIS).

C1.7.7.8. Federal Facilities Compliance Strategy (Yellow Book).

C1.7.7.9. Recommend Disposition Services sites maintain a copy of host's Military component's environmental regulations.

C1.7.7.10. DOT 1996 North American Emergency Response Guide (published every 3 years).

C1.7.8. Other References.

C1.7.8.1. DLIS-D 4640.1 **Cancelled.**

C1.7.8.2. **DES**-I 5000.1, Forms/Visual Information/Publications/Forms Procedures.

C1.7.8.3. Other Disposition Services publications found on the Disposition Services web site.

**C1.8. Purpose and Scope of this Internal Operating Procedure.**

C1.8.1. Purpose and Scope

C1.8.1.1. Provides uniform application of DOD/DLA policies. This publication is not intended to change or replace existing DOD/DLA regulatory publications governing the operation of Disposition Services.

C1.8.1.2. Provides guidance on handling, processing, and disposing of DOD excess and surplus property, which may be hazardous to human health and the environment. These types of property are normally regulated under Federal or state environmental and safety laws, or applicable laws and regulations, and overseas, by the DOD Executive Agent's Final Governing Standard (FGS), for the host nation, or the DOD Overseas Environmental Baseline Guidance Document (OEBGD), where no FGS exists. In cases of inconsistency between this instruction and the OEBGD/FGS, the latter takes precedence.

C1.8.1.3. Applies to Disposition Services worldwide operations. When a procedure for overseas is included, it may be referred to "*DRMOs receiving Foreign Excess Personal Property (FEPP)*," or "International Requirements." DRMOs receiving FEPP may be referred to as international DRMOs.

C1.8.1.4. Establishes uniform procedures and assigns responsibilities for the receipt and disposal of excess, surplus and foreign excess personal property. It is applicable to the Disposition Services Sites and Receipt-In-Place Locations (RIPL). It also applies to Disposition Services contractors as specified in the contract.

C1.8.1.4.1. Where a Standard Operating Procedure (SOP) is identified or linked, via the Disposition Services web, to this publication, the SOP becomes "incorporated by reference" and is therefore considered regulatory in nature and compliance is required. This includes the pocket reference DAISY CAT Book (Codes And Terms).

C1.8.1.5. Provides procedures to support an orderly flow of work. Property throughput is the key to success. Advantages include good support to generating activities, best and most efficient use of facilities; and inventory accuracy.

C1.8.1.6. Includes expanded instructions for disposal operations that take place at Disposition Services Battle Creek, e.g. FMS, Exchange or Sale, Cashier Functions, Recycling Control Point, Procurement, etc.

C1.8.1.7. Reflects DLA and DRMS goals, strategies and measurements.

C1.8.1.8. Does not contain Procurement Contracting Functions that, although operational, are outside the scope of this publication.

C1.8.1.9. Facilitates Disposition Services' goal to be DOD's Provider of Choice for worldwide reuse, recycling and disposal solutions. Emphasis will be placed on moving information, not property.

## C1.9. **Waivers**

### C1.9.1. General

C1.9.1.1. Waivers to established disposal operating procedures may be granted on a case-by-case basis. Waivers will be processed by e-mail to speed the decision process.

C1.9.1.1.1. Disposition Services Battle Creek is the official point of contact for

processing and monitoring all waivers. If the waiver request results in an operational change, the appropriate DRMS-I 4160.14 Section(s) will be updated. Disposition Services Battle Creek-J32 will also serve as liaison for all waiver requests that impact higher headquarters directives (e.g., DLA One Book, joint DLARs, DLAs, DOD Manuals, Handbooks etc.)..

C1.9.1.1.2. If a waiver request results in an operational deviation for all DRMOs, a contracting officer will work the details (any required contract modifications) with the contractor(s) at A-76 sites.

C1.9.1.1.3. Procedures for waiver request.

C1.9.1.1.3.1 The Waiver Form DRMS 2017 will be filled out and forwarded to the Disposition Services Area Manager. The area manager will review and forward to the appropriate Disposal Service Director for review, comments (Block 10) and e-mail to: [Disposition Services Waivers](#), in the DLA GAL.

**NOTE:** Waivers requests, not submitted on this form, will be returned un-processed.

C1.9.1.1.4. Procedures for Disposition Services Approval/Disapproval.

C1.9.1.1.4.1 Disposition Services will forward valid requests to Disposition Services Subject Matter experts.

C1.9.1.1.4.2 Within three (3) working days, the appropriate office(s) will review, request further clarification/information, if necessary, and provide an approval/disapproval recommendation to DRMS-J3.

C1.9.1.1.4.3 Disposition Services-J32 will forward the information to the appropriate approving office.

C1.9.1.1.4.4 Within three (3) workdays, the appropriate office will approve or disapprove the waiver, coordinating their response with Disposition Services-J3.

C1.9.1.1.4.5 Justification for the decision will be provided to Disposition Services-J321.

C1.9.1.1.4.6 Disposition Services-J321 will prepare the decision to the requester and make across the board notifications, if appropriate.

C1.9.1.1.4.7 Deleted. Jan 2012

**NOTE:** Disposition Services Offices reviewing and/or transferring the individual waiver to another office will provide comments on page 2 & 3 of the waiver form.

C1.9.1.1.5. Valid waivers requiring DLA or higher headquarters approval will be processed as follows:

C1.9.1.1.5.1 Disposition Services-J321 will staff the waiver for command approval and forward to DLA J33 for consideration.

C1.9.1.1.5.2 Disposition Services-J321 will ensure all prior background information and/or recommendations are provided to DLA. If possible, Disposition Services may grant an interim approval, pending DLA formal approval.

C1.9.1.1.5.3 Disposition Services-J321 will disseminate the approving agency's decision to the requester.

C1.9.1.1.5.4 Deleted. Jan 2012

C1.9.1.1.5.5 Disposition Services-J321 will maintain the official files in accordance with the DLA One Book Process Chapter, Files Maintenance and Disposition.

C1.9.1.1.5.6 Electronic versions of approved/disapproved or pending waivers can be viewed in the spreadsheet found on the Disposition Services Waivers Web Page <<https://www.drms.dla.mil/drms/intranet/policypubs/waivers.htm>>.

**NOTE:** Requests for Expedited Screening Processing are not considered operational "waivers". They will be processed in accordance with Section 1, Chapter 2, General Operations Guidance, this instruction.

**NOTE:** Disposition Services will not process waivers on behalf of the services that waive the DOD 4160.21M policy. Generators should be directed to their Disposal Policy Working group point of contact to request waivers.

## C1.10. Frequently Used Terms, Systems Definitions and Acronyms

See Section 4, Supplement 1, General Administration, Enclosures 1 & 2.

## C1.11. Records Maintenance

### C1.11.1. General

C1.11.1.1. Disposition Services POC is Disposition Services-DD, Command Executive Office.

C1.11.1.2. Records and files are necessary to support the operation and audibility of the office and are statutorily required. Files and files plans shall be maintained on a calendar year bases. Information on records and files maintenance and disposition is found at the DLA One Book web site: DLA One Book <<https://today.dla.mil/onebook/>>. From the home page, search using “Records Management.” In the process chapter, scroll down to 3.0, Policy, and click on the url at 3.1.4. In the schedule, the Reutilization and Marketing series is “600.” Or, use the following instructions: From <https://today.dla.mil/j-6/records/>, click on “The DLA Records Schedule.” Sub-files can be listed/identified under the main brief description), but the disposition remains the same as the main file. All files required the correct disposition.

C1.11.1.3. Maintain DAISY accountable records. These records, as well as supporting approval documentation such as DRMS Form 39-3, DD Form 200, DRMS Form 1983 and completed documentation for: DEMIL certification, downgrade to scrap certification, abandonment and destruction certification, etc., must be maintained to assure a clear and concise audit trail.

C1.11.1.4. Recordkeeping requirements for hazardous property are provided in Section 2, Chapter 8, Environmental Program, starting at C8.2.21.1.1.

C1.11.1.5. Administrative appointments (APO, RPO, etc.,) should be filed in file number 110.16, Policy and Precedent Files.

C1.11.1.6. Document Imaging, Web DOCS, provides Disposition Services a means of searching and retrieving documentation using key indexing fields or data elements such as DTID, requisition, Supply Discrepancy Reports (SDR), or GSA control number. Web DOCS maintains images of documentation for turn-ins, requisitions, including GSA SF Form 122/123, SDR, 917's, related supplemental pages and correction changes. When documents contain multiple reference numbers, i.e. Delivery Orders, Task orders, etc., DRMOs will maintain these in a hard copy filing system in accordance with the DLA Record Schedule found in the DLA ONE Book.

C1.11.1.6.1. Web DOCS use is mandatory. Documents with or related to a DTID number will be uploaded into Web DOCS. Documents not in Web DOCS will be filed in accordance with the DLA Record Schedule.

C1.11.1.6.2. Documents uploaded into Web DOCS are considered as an original and the hard copy documents may be discarded after 90 days as long as the verification process (described below) is complete and accurate. Prior to discarding any document, verification must be conducted to ensure the image is readable and data is accurate. Unreadable images have information cut off sides, top or bottom of document, light or faint text, skewed, upside down, or in any way unreadable. Data accuracy requires the entry of the correct DTID, NSN and

retention timeframe. All documents found to be in error must be corrected by reprocessing the paperwork into the application.

C1.11.1.6.2.1 DRMOs will conduct a random sample of all documents loaded to Web DOCS each month (or more frequently). One percent (1%) of the documents uploaded during the month must be retrieved and examined for readability and accuracy. For example: If 400 documents were uploaded during the month, then randomly select 4 documents and perform a search for those to ensure successful retention.

C1.11.1.6.2.2 Any document that is unreadable or inaccurate must be corrected. During verification, if any document is found to be in error, an additional 1% of documents must be reviewed. For example, if 400 documents were uploaded during the month, and 1 of the 4 documents randomly selected for review is not readable, an additional 4 documents must be retrieved and verified. Continue the verification until 1% reviewed in Web DOCS returns with no errors. All errors will be corrected before discarding any documents.

C1.11.1.6.3. Each DRMO RIC will have assigned a Web DOCS users and a Web DOCS Administrator responsible to insure compliance, perform the 1% checks, and make corrections in Web DOCS.

**NOTE:** User can also be an Administrator.

C1.11.1.6.4. When the back of a document contains pertinent information (Example: extended descriptive information on critical FSG/FSC that are LSNs), then the back of the document must also be imaged. The images are uploaded to the system and indexed as a supplemental page.

C1.11.1.6.5. Supplemental page option shall be used to add documents to the primary referenced document number. Multiple page scans are not authorized. (These are scans that have multiple pages under one file name).

C1.11.1.6.6. Image documents on a daily or weekly basis to minimize unprocessed receipts and provide customers the ability to retrieve their copies in a timely manner.

C1.11.1.6.6.1 Multiple requisitions with the same supporting documents (email, LOA, etc...) will be Web Doc'd to maximize paper savings and free up computer storage space. Select one requisition to be the lead document from that removal. Image this requisition with all supporting documents into Web Doc's. All additional requisitions will be annotated, "To review supporting documents, see requisition number (list the 14 character number on each requisition)" before being Web Doc'd separately.

C1.11.1.6.6.2 For efficient sorting of document types, collect documents in separate folders/boxes for scanning for Web DOCS. Examples include: turn-in, issues, SDR, and SF122 & 123 documents.

C1.11.1.6.6.3 When scanning, use correct document sizing for width and length. The scanning application contains settings that allow users to adjust the scan to fit the document size. Half sheet documents such as the DD1348 must be scanned using a half-page



setting. Wider documents must be scanned at the setting for 9" that allows all data on the page to be imaged. Refer to the Web DOCS user's manual for detailed instructions.

C1.11.1.6.6.4 During the upload process, users should review the imaged document on the screen and compare it with the original to ensure readability and accuracy. During upload if the system freezes, the user must validate the last document uploaded before proceeding. Ensure the last document was accepted by doing a document image retrieval in Web DOCS.

**NOTE:** Web DOCS reads the first readable barcode, when the first (DTID) barcode is unreadable web DOCS will read the NSN and populate the DTID field first and the DTID will need to be typed in.

C1.11.1.6.7. When scanning, use file names containing the type of document (turning) to assist and prevent uploading documents under the wrong file location in Web DOCS. Examples:

Turn In Documents	TurnIn0001.tif
Requisition Documents	Req0001.tif
SDR (Supply Discrepancy Report)	SDR0001.tif
SF122 &123	SF1230001.tif

C1.11.1.6.8. Disposal Turn-In Documents (DTID) DD Form 1348-1/2 to include Scrap and supplemental documents are filed using the key indexing field of DTID number and NSN or LSN. These fields are mandatory! Batch lot cover documents are required to be imaged while documents within the batch lot are not required to be imaged.

C1.11.1.6.9. Issue documents, DD Form 1348-1/2 and supplemental documents are imaged and filed using key indexing fields of requisition, DTID, and NSN data.

C1.11.1.6.10. Image and upload the following types of documentation to Web DOCS: All R/T/D Issue Documents DD Form 1348-1/2a and supporting documents. FMS documents (uploaded as an Issue). Standard Form 122/123 and supplemental documents (filed using GSA control number). Supply Discrepancy Reports (SDR) (filed using the WebSDR number)

C1.11.1.6.11. All DEMIL documents are uploaded into Web DOCS and are also required to be maintained per DLA Record schedules. DD 1348s for DEMIL required property must be scanned into Web DOCS After DEMIL is completed the certification/verification document will be scanned into Web DOCS. If the certification document is a listing with multiple DTIDs, DRMOs will manually file it in hard copy file system. After 90 days, 1% of the documents are verified in Web DOCS and then file all DEMIL documents from the 90 day folders into an official file box, labeled respectively for the documents and time frame. Files are kept "as is" and not re-sorted by DTID # for the required time frame DEMIL 4 years and Small Arms 5 years.

C1.11.1.6.12. Imaging Environmental HW/HM DTIDs is optional when the Part B permit requires hard copy document to be maintained, the DTID information is received

electronically from the Generator (e.g., Gen Comm, ETID, etc.), and the information can be readily retrieved during an inspection.

C1.11.1.6.13. Property Accounting Requirements for DEMIL Required Property Processed to a HW Contract. Annotate the 1348-1 with HW contract number, Delivery Order number and hazardous identification number (HIN). Upload 1348-1 into Web DOCS. Suspend 1348-1 documents in a 90 day folder. Once certificate of destruction is received from the HW contactor, upload into Web DOCS and file with the original 1348-1.

C1.11.1.6.14. Sales documentation is not filed in Web DOCS. It is filed in DRMO filing system per DLA Record Schedule. No future enhancements are projected to included data searches for Sales information retrieval.

C1.11.1.6.15. DRMOs are encouraged to work with their turn in customers and DoD components to use the electronic listing reports and Web DOCS images to retrieve documents in lieu of hard copy, come back copy or mail backs.

#### C1.11.2. Accountable Record Files.

C1.11.2.1. Retain accountable record files such as DAISY listings specified in this chapter and source documents with supporting approval documents for audit and reference purposes until eligible for disposal as prescribed in Part 3, DLA One Book Records Management Chapter, paragraph 3.1.7. Use file number 630.55, Accounts Maintenance, for source documents. Maintain accountable record files for 3 years on a calendar year basis with a yearly cutoff on 31 December. At the cutoff date (e.g. 31 December 2003) carry forward all active files/records to the current file. DLA Records Schedule, section 610.10, "Item Case Files," April 2004, states that the item release/receipt documents can be destroyed after 2 years. However, the Disposition Services requirement for keeping release/receipt documents is for 3 years. The year of receipt date determines the "C" filing date. Documents in Web DOCS (restricted to receipt documents - DTIDs and attachments) will be destroyed when superseded, obsolete or no longer needed for reference.

An example of the 3 year concept is as follows:

**Figure 1 - Accountable Records Maintenance Requirements**

<b><u>CALENDAR YEAR</u></b>	<b><u>ACTION REQUIRED/FILES MAINTAINED</u></b>
C 2001	1. Destroy C 2000 files in December 2003. 2. Maintain C 2000, 2001, 2002 and 2003 files.

**NOTE:** Demilitarization certificates for small arms, which require control under the DOD Small Arms Serialization Program (SASP) will be retained indefinitely in a permanent file by the DOD activity responsible for the Demilitarization of the small arms weapons and

receivers. This applies to DOD generators and Disposition Services Sites that perform the Demilitarization of small arms. DRMOs will keep, indefinitely, DEMIL certifications for small arms, whether performed by Disposition Services or the Generator. File number 620.90 can be used with an indefinite destruction date. The files can be retired to records holding after the normal 5 year retention.

#### C1.11.2.2. Dispositions.

##### C1.11.2.2.1. Issues/MROs.

C1.11.2.2.1.1 This file contains the original documents on which issue transactions are based (e.g., DD Form 1348-1A/2, SF 122/123.) Maintain this file by the date and/or the date and serial number, which follow the DODAAC or FEDSTRIP in the document number.

C1.11.2.2.1.2 As an option especially for larger DRMOs, this file may be maintained by the DODAAC/AAC and by date and serial number for each DODAAC.

C1.11.2.2.1.3 Disposition Services sites may elect to file all R/T/D transactions by NSN.

C1.11.2.2.2. Sales. Maintain the files for local sales at the DRMOs receiving FEPP. A transitory file for CONUS sales must be maintained by the DRMO. Since the file for CONUS sales is a transitory file, the DRMO is not required to maintain that file. Disposition Services-J422 will maintain the official files for CONUS DNSP/CV/EOS sales. A cross-reference paper may be prepared and placed in the 110.19, Transitory files. See Section 2, Chapter 6, Sales.

#### C1.12. Resource Management Information and Reporting.

##### C1.12.1. Questions.

C1.12.1.1. Direct questions relating to resource management information to Disposition Services-J3. Issues related to Accounting & Finance procedures, rules and regulations should be directed to Disposition Services-J8.

##### C1.12.2. Reporting.

C1.12.2.1. Disposition Services employees must report labor hours according to the most recently published Activity Based Costing (ABC) Dictionary and the associated DLA Subsidiary Cost Codes (SCCs) and Job Order Numbers (JONs). Any issues related to ABC reporting (for both labor and non-labor) should be directed to Disposition Services-J8.

C1.12.2.1.1. Disposition Services contract personnel are exempt from

ABC reporting. C1.12.2.1.2. Local CONUS personnel are exempt from

ABC reporting.

### C1.13. Reports Control.

#### C1.13.1. Management.

C1.13.1.1. The Reports Control Program is managed by Disposition Services-J8, who oversees reporting requirements to include establishing new and deleting old reports required by higher authority, such as DLA, OSD, DOD, or within Disposition Services. See DRMS-I 5000.5, Listing Of Disposition Services Recurring Information Requirements. Disposition Services-J8 assigns a Report Control Symbol (RCS) when data is needed on a recurring basis.

C1.13.1.1.1. Each DRMO will respond to the necessary reporting requirements on an as needed basis, forwarding to the appropriate recipient when due. All RCS reports have an associated Directive or Regulation that mandates this reporting and the timeframes from which to report (Monthly, Quarterly, Annually, etc.).

### C1.14. Statistical Quality Control (SQC).

SQC is a program for evaluating the efficiency of management for Disposition Services and its field activities. Disposition Services goals are established through analysis of statistical quality control key indicators. Information pertaining to this program can be obtained from Disposition Services-J5 at DSN 661-5795.

### C1.15. Visitors.

**NOTE:** How To Notify The Disposition Services Director About Urgent Incidents.

<https://www.dispositionservices.dla.mil/gov/publications/suppdocs/urgentincidents.pdf>

#### C1.15.1. General Public Visits.

C1.15.1.1. Disposition Services field activity personnel will refer to DRMS-I 4160.14, Section 1, Chapter 4 (Security and Force Protection), Paragraph C4.6.2.2 for basic visitor and vehicle control policy.

C1.15.1.2. For the purposes of this paragraph, the "public" is defined as consisting of civic and business organizations and their representatives, and all citizens including military and Federal employees, their dependents, families, and friends who are not employed by the Disposition Services contractors are exempt from this definition.

C1.15.1.3. Children under the age of 18 must be accompanied and under the control of an adult at all times when in a DRMO (e.g., warehouse, recyclable materials yard, loading areas, etc.). Post a sign of this requirement. Ask visitors to leave the area if the requirements are not met.

C1.15.1.4. On occasion, installation commanders may order certain individuals to be excluded from military installations under their command pursuant to the provisions of 18 U.S.C. 1382. 18 U.S.C. is a criminal statute. Disposition Services Offices/Directorates do not have

the authority to approve influencing the “imposition or lifting” of any installation commander’s restrictions. If there is a significant issue involving a Disposition Services visitor, the matter should be referred through the appropriate channels to the Disposition Services Office of the Director.

C1.15.1.5. Visitors who enter designated and posted hazard areas must wear the required protective clothing/equipment. Deny anyone declining or refusing to wear the required protective devices access to the area.

C1.15.1.6. All visitors, including those visiting the Sales Partner, will register legibly on DLA Form 584. A single entry point and single DLA Form 584 is most desirable, and should be enforced if possible and practical. DRMO employees or Disposition Services contract employees are responsible for issuing badges.

C1.15.1.6.1. All visitors will produce an authorized/valid identification, i.e., Drivers License, Military ID, etc..

C1.15.1.6.2. For DRMOs where the Sales Partner is not within the DRMO Controlled Compound, the Sales Contractor will assume the responsibility of maintaining the DLA Form 584 and issuance of visitor badges to customers.

C1.15.1.6.3. The Sales Partner will provide badge requirements (quantity) to the DRMO and it is the DRMO’s responsibility to provide the DLA Form 584s and the Orange colored badges to the Sales Partner. The Sales Partner will provide the DRMO the completed DLA Form 584s at the end of each month.

C1.15.1.7. OCONUS - During sales inspection and during the conduct of sale, visitors entering the DRMO will register the first time on the Visitor/Vehicle Register or DRMS Form 1581, Bidder Registration. Any subsequent visits during this time require them to register on the DLA Form 584. All visitors are to be positively identified by valid identification.

C1.15.1.8. All visitors, at Disposition Services field locations, after signing in on the DLA Form 584 will be given a badge, which will be returned prior to their departure. Badges will signify type of visitor by the color coding and Official DRMS Form number: Sales customers (1960): background color = Orange; RTD customers (1961): background color = green; Turn-In customers (1962): background color = sky blue; Other/Special visitors (1965): background color = purple.

C1.15.1.8.1. Badges will be 4 W X 3 H. Disposition Services Field activities may elect to use the Avery Laser Tag Kit #5384; use the template Disposition Services provided and purchase name stock from pcnametag.com; or purchase stock from a suitable local or on-line source that satisfies the specified template requirements.

C1.15.1.8.2. Badges will be attached to customers clothing and must include the following information:

C1.15.1.8.2.1 DRMO NAME

C1.15.1.8.2.2 BADGE NUMBER

C1.15.1.8.2.3 COLOR CODED BY TYPE OF CUSTOMER

C1.15.1.8.2.4 INCLUSION OF **PROVES** or SIMILAR CUSTOMER SERVICES/MISSION OPTIONAL

C1.15.1.8.3. DLA Form 584 will be fully completed, **as appropriate.** Updated Jan 2012

C1.15.1.8.4. Block titled “**Badge Information &** Purpose of Entry” will be annotated with the badge number issued to customer at time of sign-in. Edited 14 Jul 2008.

C1.15.1.8.5. DLA Form 584 will be annotated by DRMO or Contractor personnel when the customer exits.

C1.15.1.8.6. Block titled “Time of Entry & Exit” will be annotated in the “Out” box with the initials of the DRMO employee or Contractor employee collecting the badge. Updated Jan 2012.

C1.15.1.8.7. If a customer/visitor does not return a badge, DRMO or Contractor responsible for customer sign-in will contact the customer to require that the badge be retrieved and returned.

C1.15.2. Security and Investigative Visits.

**NOTE:** How To Notify The Disposition Services Director About Urgent Incidents.  
<<https://www.dispositionservices.dla.mil/gov/publications/suppdocs/urgentincidents.pdf>>

C1.15.2.1. Security visits: DRMO Area Managers or their representatives will notify the DES Battle Creek Public Safety Branch in a timely manner regarding visits by Anti-Terrorism Officers (ATO) and physical security personnel.

C1.15.2.2. Investigative visits: DRMO Area Managers or their representatives will notify Disposition Services investigators (Disposition Services Office of Transformation) in a timely manner regarding visits by non-Disposition Services investigators and law enforcement personnel. Notifications will be e-mailed using the [Disposition Services Investigative Notification](#) address found in the Global Address List.

C1.15.2.3. Prepare a SITREP for each type of visit.

C1.15.3. DOD/IG Auditors.

C1.15.3.1. Notify Disposition

Services-Q. C1.15.3.2.

Prepare a SITREP.

C1.15.4. News Media.

**NOTE:** How To Notify The Disposition Services Director About Urgent Incidents.

<https://www.dispositionservices.dla.mil/gov/publications/suppdocs/urgentincidents.pdf>

C1.15.4.1. Public Affairs Office.

C1.15.4.1.1. Contact HQ Disposition Services Public Affairs Officer (PAO) prior to the visit or upon arrival by media.

C1.15.4.1.2. Contact the host PAO.

C1.15.4.2. Escort the media at all times. Do not allow the media to interfere with normal operations of the DRMO. Video and photography of sales activities is generally permitted to accompany an article. Anyone may decline photographs and videotaping.

C1.15.4.3. Requests for interviews with DRMO personnel must be approved by Disposition Services PAO.

C1.15.4.4. At no time may media have access to the DEMIL, hazardous waste or other restricted areas of the DRMO without specific authorization by Disposition Services Battle Creek.

C1.15.4.5. Advise employees and contractors of these procedures.

C1.15.5. Visits From VIPs.

**NOTE:** How To Notify The Disposition Services Director About Urgent Incidents.

<https://www.dispositionservices.dla.mil/gov/publications/suppdocs/urgentincidents.pdf>

C1.15.5.1. DRMOs will submit a visitor notice by accessing the visitor Program software located on the internal Command web site. A password is required.

C1.15.5.2. Submit a SITREP when the visit results in information that is of command interest, particularly if the visitor was in any way displeased with any operational aspect of the mission/organization. Notify the Forward Support Team who will notify the Disposition Services Command Section when, in their judgment, the results of the visit should receive command attention. EXCEPTION: When the DLA Director or Deputy visit a DRMO, call the FST and notify of the visit and outcome. The FST will notify the Disposition Services Command Section.

C1.15.5.3. Disposition Services-DD will notify DRMOs of impending visits, unless such notification would impede the mission of the visitors. When the head of a visited activity is notified in advance of an important visit (higher headquarters personnel and other VIPs, military

0-6/GS-14 above).

## **C1.16. Customer Service and Assistance.**

### **C1.16.1. Goals.**

C1.16.1.1. Exercise care and assist customers.

C1.16.1.2. Establish a professional reputation with all generating activities and RTDS customers.

C1.16.1.3. Review customer inquiries to obtain additional information, curtail instances in which customers must expend time and money to physically inspect property, and discourage complaints and claims against the Government.

C1.16.1.4. Explore all methods available to pass on appropriate information to potential customers.

## **C1.17. Personnel Administration.**

**NOTE:** Information/Points of Contact are located at the HROC web site.

## **C1.18. Standards Of Conduct And Irregularities.**

**NOTE:** Contact DRMS-G, Office of Counsel for questions and specific situations.

## **C1.19. Disposition Services Senior Leaders Conference.**

### **C1.19.1. Purpose.**

C1.19.1.1. The purpose of Disposition Services Senior Leaders Conference is to exchange views, develop and promote understanding among the participants; discuss problem areas, their causes, effects, and avoidance in the best interests of the Government; and to promote improved disposal solutions for the agency. The conference will focus on the State of the Command and new and ongoing initiatives to improve the agency.

### **C1.19.1.2. Date and Location.**

C1.19.1.2.1. Disposition Services-DD will establish the date and location for the Senior Leaders Conference.

C1.19.1.2.2. At least 60 days before the Senior Leaders Conference, Disposition Services-DD notifies all subordinate field activities with location; dates; attendee list; a tentative schedule of topics and events, a request to submit items of interest, questions or problem areas.

C1.19.1.2.2.1 Do not schedule tours (on military installations or at industrial sites) in connection with the Operational Planning Offsite, unless it is directly connected with the



disposal program and is approved by the Commander of that installation.

## **C1.20. Processing Inspector General Reports.**

### **C1.20.1. Steps.**

C1.20.1.1. Receive pertinent IG observations (see DRMS-D 7600.1).

C1.20.1.2. Develop a comment for each recommendation within each observation. Each comment will include:

C1.20.1.3. A statement of concurrence, partial concurrence or non-concurrence.

C1.20.1.4. Reason for partial or non-concurrence.

C1.20.1.5. Corrective action taken and date of completion, or action planned and an estimated completion date.

C1.20.1.6. Forward observation comments to DRMS-O within 15 workdays after receipt.

C1.20.1.7. File one copy of each observation and comments, and establish suspense system for reporting requirements.

C1.20.1.8. Continue to report status of each recommendation to DRMS-O.

C1.20.1.9. Every 6 months, or within 5 days after estimated completion date, or upon completion of corrective action, whichever is sooner.

C1.20.1.10. Review the inspection report periodically to ensure corrective actions have remained effective.

## **C1.21. Processing Congressional Inquiries.**

### **C1.21.1. Steps.**

C1.21.1.1. Document receipt of congressional inquiry.

C1.21.1.2. Within 1 workday, notify Disposition Services-DD by telephone (DSN 661-5980) in CONUS (elsewhere, by facsimile (269) 961-5907) and provide the following information:

C1.21.1.3. Name, address and telephone number of the Member of Congress.

C1.21.1.4. Date, subject and short explanation of inquiry; including constituent's name, if available.

C1.21.1.5. Forward acknowledgment to Member of Congress within 2 days of receipt of inquiry. Explain that this request was forwarded to Disposition Services Battle Creek for reply (see DRMS-I5000.3). See Section 4, Supplement 1, General Operations Section 1, Chapter 1

Guidance, Enclosure 7, Attachments 1& 2 for sample letters.

C1.21.1.6. Forward, by facsimile, all telephone conversations, records of inquiries and/or written correspondence. Include any related documents by transmittal letter to Disposition Services-DD (DSN 661-5907 or commercial (269) 961-5907) within 2 workdays of receipt. Also see Section 4, Supplement 1, General Operations Guidance, Enclosure 7, Attachments 1& 2 for sample letters.

C1.21.1.7. Receive information copy of final reply to Member of Congress from Disposition Services-D.

C1.21.1.8. Review final reply and implement actions as required then file.

C1.21.1.9. When the substance of correspondence and electrical messages addresses non-Disposition Services activities is likely to be escalated to HQ DLA, furnish an information copy of the correspondence or electrical message to DSS-CC.

## **C1.22. Processing Freedom of Information Act (FOIA) Requests.**

### **C1.22.1. Steps.**

C1.22.1.1. Forward FOIA requests to DLIS-VSS by facsimile to DSN 661-7607/4143, or cover letter with the request attached.

C1.22.1.2. Questions may be directed to DLIS-VSS, DSN 661-5023-4701.

## **C1.23. Disposition Services WEB.**

### **C1.23.1. Information.**

C1.23.1.1. For content comments and/or questions regarding a specific web page, look for subject Point of Contact (POC) or a POC identified at the bottom of the page.

C1.23.1.2. For technical or connectivity problems, contact the Disposition Services Helpdesk. Provide the following:

**NOTE:** The exact web address (URL) being used at the time that the problem was experienced, e.g., <http://www.drms.dla.mil/rtd03/DODpropsearch.htm>

C1.23.1.2.1. The date and time that the problem occurred.

C1.23.1.2.2. Any error messages that were provided.

C1.23.1.2.3. A description of what was being attempted at the time that the problem occurred and a description of the problem.

C1.23.1.2.4. Go to the following web address (URL) to find out the machine's Internet Protocol (IP) address: <http://www.drms.dla.mil/asset/ip.jsp>. This information helps in

determining the exact cause of the problem being experienced.

C1.23.1.2.5. Make note of the type of Internet connection, especially if using dial-up to access the Disposition Services web site.

C1.23.1.2.6. If problems are experienced with a link outside of Disposition Services (such as: <http://aeps.ria.army.mil/> or <http://www.dlaps.hq.dla.mil/>) please contact their site administrator.

## C1.24. **Technical Support.**

### C1.24.1. Help Desk.

C1.24.1.1. The Information Technology Helpdesk is the initial point of contact for all user problems, reports and system status checks for local and remote users. User problem reports may include application-related problems. Commonly known as the Help Desk, technicians assist Disposition Services and Performing Activity with software, hardware and applications support.

Contact the Help Desk at:

C1.24.1.1.1. Commercial (269) 961-4999.

C1.24.1.1.2. DSN 661-4999.

C1.24.1.1.3. E-mail address [J6B IT Helpdesk \(J6B\)](#), available in the Global Address List (GAL).

## C1.25. **Customer Virtual Contact Center Toll-Free Number**

**NOTE:** 1-877-DLA-CALL (352-2255)

### C1.25.1. Information By Phone.

C1.25.1.1. The Battle Creek Customer Contact Center is staffed 24 hours a day, 7 days a week to meet the needs of Disposition Services customers worldwide. DOD customers may also call DSN 661-4725 to contact the center.

## C1.26. **Disposition Services Staff Duty Officer (SDO) 24/7.**

**NOTE:** How To Notify The Disposition Services Director About Urgent Incidents.  
<<https://www.dispositionservices.dla.mil/gov/publications/suppdocs/urgentincidents.pdf>>

C1.26.1.1. Disposition Services is responsive to the demands of official business on a 24-hour basis. This demand is met outside normal duty hours by DLIS Directorate of Technology Management, Telecommunications Division (DLIS-TC), shift supervisor, as the single staff duty officer (SDO). The SDO is the point of contact for calls, visits, messages, and incidents, as required by the personal representative of the Commander. The SDO system is

supplemented by the LRC for

